

State of Tennessee Director of Contact Center Solutions

The State of Tennessee operates more than 15 call centers across a variety of state agencies. The Director of Contact Center Solutions is charged with optimizing current call center technologies and practices, centralizing management and customer service goals, and creating a single entry point for citizens seeking information or services from the state. The position will be housed in the Office of Customer Focused Government.

Duties and Responsibilities

- Provides leadership and oversight of all call centers utilized by state agencies and sets ongoing call center strategy for state government, including performance expectations, designed to meet or exceed the expectations of all customers.
- Develops single point of entry system for all citizen inquiries, with appropriate methodology for screening and distributing callers to the agency best suited to assist them with a minimum error rate or number of dropped calls.
- Sets standards and methodologies for use in all call centers within state government. Determines call center operational strategies by conducting needs assessments, performance reviews, capacity planning, and cost/benefit analyses; identifying and evaluating state-of-the-art technologies; defining user requirements; establishing technical specifications, and production, productivity, quality, and customer-service standards; contributing information and analysis to organizational strategic plans and reviews.
- Prepares call center performance reports by collecting, analyzing, and summarizing data and trends.
- Maintains and improves call center operations by monitoring statewide system performance; identifying and resolving problems; preparing and completing action plans; completing system audits and analyses; managing system and process improvement and quality assurance programs.
- Maintains professional and technical knowledge by tracking emerging trends in call center operations management; attending educational workshops; reviewing professional publications; establishing personal networks; benchmarking state-of-the-art practices; participating in professional societies.
- Provides direction and structure for operating units to generate efficiencies and optimal workflow utilization. Including but not limited to training initiatives, establishing key metrics, driving & monitoring productivity and improving business process.
- Ensures that the systems and technology infrastructure are sufficient to meet the need and are leveraged to optimize efficiency and effectiveness by partnering with state network and development teams.

Qualifications

- Bachelor's degree in Business, Management or related field.
- Minimum 10 years previous experience in a management role with demonstrated key leadership. Proven track record in operations, including the ability to improve processes, workflows, and deliver substantial savings.
- 5+ years' experience managing a call center of 1,000+ customer service representatives.
- Experience managing Remote Call Centers and Work-At-Home agents.
- Strong knowledge of technology solutions including customer service communication channels such as phone (inbound & outbound), online (web services), fax/scan, and paper.
- Drive for continuous improvement in the operational systems, processes and policies in support of organization's mission – specifically, support better management reporting, information flow and management, business process and organizational planning systems, and voice networks; designing user interfaces; developing and executing user acceptance test plans; planning and controlling implementations.

All interested candidates should submit a resume to:

Lisa Spencer

Assistant Commissioner – HR Operations and Organizational Performance

TN Department of Human Resources

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